Customer Service Report for SCB

For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

CIT
Center for Information Technology

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	15
Password Reset	1	0	0	5	0	0	0	0	6	0	8
Back Office Support											
Backup/Restore	1	0	0	0	0	0	0	0	1	0	22
Email											
Helix Squirrel Mail	1	0	0	1	0	0	0	0	2	0	2
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	2
Hardware											
Printers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	4
Helix Support											
Apps/Matlab/Mathematica	2	0	0	0	0	0	0	0	2	0	4
Apps/Molecular Modeling	1	0	0	0	0	0	0	0	1	0	8
Apps/Other	1	0	0	0	0	0	0	0	1	0	7
Info/Biowulf	7	0	0	0	0	2	0	0	5	0	3
Info/General	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**18**	**0**	**0**	**6**	**0**	**3**	**0**	**0**	**21**	**0**	**6**

Total Tickets Closed:	**21**
Total Tickets Assigned/Pending/Checked Out:	**3**
Total Tickets Created:	**24**